**A picture containing text, pool ball

Description automatically generatedElaine Sampaio, PMP**

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Summary

IT specialist with over 6 years of hands-on experience delivering technical support, managing IT operations, and supporting users with a variety of technical issues. Skilled in aligning end-users needs with long-terms resolutions to complex IT challenges.

EDUCATION & CERTIFICATION

* B.S., Information Technology - Cybersecurity and Networking, Marymount University, 2019
* B.A., Language Arts Education, English and Portuguese, UniFatea, Brazil, 2009
* PMI Project Management Professional (PMP) – October 2021

skills

* Microsoft Tools: MS Project, Excel, PowerPoint, Visio, SharePoint
* Environments: Windows, Linux and MacOS
* PM Methodologies and tools
* Software tools: Zoho, Tableau, Google Charts, G-Suite, Connectwise, Quickbooks, Qbox Coral Tree
* System Administration, Configuration, Installation & Troubleshooting
* Operations Management
* Staff Management
* Project Lifecycle Management
* Project Planning
* Project Scheduling
* Technical & User Documentation
* Relationship Management Collaborative
* Detail-oriented and highly organized
* Strong work ethic
* Problem-solving and time management
* Trilingual:
  + English (fluent)
  + Portuguese (fluent)
  + Spanish (intermediary

Experience

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| **Sampa-Tech, LLC**  **IT Support Specialist** | **November 2015 – Present** |

* Tracked all issues and ensure timely resolution of problems, reducing response time from 24 hours to immediate.
* Ticketing issues by using JIRA.
* Supported wide range of remotely hosted Intuit QuickBooks Desktop applications covering all technical aspects.
* Implemented company-wide use of Microsoft Office 365 Windows 10 and conducting training sessions for accountants and staff after implementation.
* Recovered lost and corrupt Microsoft Office documents saved both locally and remotely.
* Direct the purchasing of all computers and computer-related equipment and provide asset management for computer equipment.
* Secured email and sensitive data with customers’ information.
* Provided employees assistance in email setup, password recovery and backup.
* Created documentation used for training and troubleshooting.
* Provided Installation and training the staff in the use of applications such as QBox, G-Suite, and Firm Central.
* Performed periodic backups and maintenance of key systems.

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| **Medical Science & Computing (MSC),**  **Program Assistant** | **January 2018** – **April 2019** |

* Performed general fiscal analysis and team training.
* Performed technical tasks through MS Office suite core products; highly use of MS Excel.
* Work closely with the Program Manager to ensure the smooth running of MSC’s contracts with the NIH.
* Provided administrative assistance to include scheduling meetings, travel arrangements, and submit expense reports.
* Assisted with the recruiting process, including developing position descriptions, scheduling interviews and act as conduit between the client and recruiters.
* Worked to provide various deliverables to the government.
* Helped with other administrative duties as assigned and general support of the MSC Corporate office.

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| **Cultural Care Au Pair**  **Au Pair** | **July 2011** – **July 2013** |

* Performed childcare duties such as driving, feeding, and playing with children.
* Organized and maintained the children’s room.
* Assisted with kids’ homework.

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| **Guaratingueta Public School, Brazil**  **English Teacher** | **May 2006** – **April 2011** |

* Taught English to kindergarten, preschool, elementary and middle school students.
* Provided monthly portfolios with lectures plans to the school supervisor.
* Attended conferences, weekly meetings, and parent meeting to discuss students’ performance.
* Elaborated activities such as homework and exams.

Reference upon request